



Your business
is our business.

REDACTED – FOR PUBLIC INSPECTION

7852 Walker Drive, Suite 200
Greenbelt, Maryland 20770
phone: 301-459-7590, fax: 301-577-5575
internet: www.jsitel.com, e-mail: jsi@jsitel.com

June 18, 2014

Via Hand Delivery

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

**Re: WC Docket No. 10-90, WC Docket No. 11-42
2014 ETC Annual Report of South Central Rural Telephone Coop. Corp., Inc.
Study Area Code 260418**

Dear Ms. Dortch:

On behalf of South Central Rural Telephone Cooperative Corp., Inc. ("South Central"), JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.¹ South Central seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.² The redacted version is also being filed this date via the FCC's Electronic Comment Filing System. In addition, attached is a letter requesting confidential treatment under Sections 0.457 and 0.459 of the initial section 54.202(a) Five-Year Service Quality Improvement Plan.³

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall
JSI Vice President
301-459-7590
jkuykendall@jsitel.com

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

¹ 47 C.F.R. §§ 54.313, 54.422.

² *Connect America Fund et al.*, WC Docket No. 10-90 *et al.*, Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).

³ 47 C.F.R. §§ 0.457, 0.459, 54.202(a).



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June 18, 2014

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

**Re: WC Docket No. 10-90, WC Docket No. 11-42
2014 ETC Annual Report of South Central Rural Telephone Coop. Corp., Inc.
Study Area Code 260418
Request for Confidentiality**

Dear Ms. Dortch:

John Staurulakis, Inc. (“JSI”), on behalf of its client South Central Rural Telephone Cooperative Corp., Inc. (the “Company”) hereby requests, pursuant to Sections 0.457 and 0.459 of the Commission’s rules,¹ withholding from public inspection certain information contained in an attachment to the above referenced reporting requirement. The Company provides the following in support of its request, numbered consistent with the subparagraphs of Section 0.459(b).²

1. The information for which the Company is seeking confidential treatment is an attachment to the Company’s annual reporting information pursuant to Sections 54.313 and 54.422 of the Commission’s rules (“Report”).³
2. Rate-of-Return Eligible Telecommunications Carriers (“ETCs”) must file with the Commission an initial section 54.202(a) Five-Year Service Quality Improvement Plan (“Five-Year Plan”) which is contained in the attachment to the 2014 Report.⁴
3. The information contained in attachment for which the Company seeks the withholding from public inspection is the entirety of data pertaining to the Company’s Five-Year Plan provided at FCC Form 481 Line 112 attachment. Information of this nature is confidential commercial information routinely withheld from public inspection.

¹ 47 C.F.R. §§ 0.457, 0.459.

² 47 C.F.R. § 0.459(b)(1) through (9).

³ 47 C.F.R. §§ 54.313, 54.422.

⁴ See *In the Matter of Connect America Fund*, WC Docket No. 10-90, Order DA 14-591 (rel. May 1, 2014).

4. With respect to identifying the degree to which the subject attachment concerns a service that is subject to competition, the information is of a financial and competitive nature regarding the provision of telecommunications services. The Line 112 attachment contains competitively sensitive information related to proposed improvements or upgrades and maintenance the Company's network.

In its *March 5, 2013 Order*, the FCC. The FCC specified that for rate-of-return carriers, the five-year plans "should describe the carrier's network improvement plan, which should provide greater visibility into current plans to extend broadband service to unserved locations in rate-of-return service territories."⁵ Accordingly, because the Company is a rate-of-return carrier, it must file a five-year service improvement plan which contains proprietary, competitively sensitive information related to the Company's existing network including the specific locations of customers as well as describe proposed improvements or upgrades and maintenance of its network throughout its service area. Specifically, this information sets forth services provided by the Company over its existing network including specific locations of customers as well as planned network improvement and maintenance for the years 2015 through 2019 including project start and completion dates, population that will be impacted by the improvements and upgrades at the wire center level and projected capital costs associated with the improvements and upgrades and operating costs associated with maintaining the network including depreciation for investments that have already been made. As such, this information contains competitively sensitive information related to the Company's existing network as well as detailed plans at the wire center level for network upgrades and maintenance projected for the years 2015 through 2019.

5. With respect to identifying possible exposure to competitive harm, the information contained in the Line 112 attachment is information that is not customarily released to the public. This information is proprietary to the Company, is unique to the Company's serving territory and is only known to the Company and its authorized agents. If the Information is not protected, it would have economic value to potential competitors who would be able to target their marketing to specific customers. In a competitive telecommunications marketplace, this type of information is highly sensitive. If publicly disclosed, it would enable competitors to craft business plans that capitalize on their knowledge of the locations of the Company's customers which would place the Company at a competitive disadvantage.
6. With respect to steps the Company has taken to ensure against unauthorized disclosure of the information contained in the attachment, the Company is filing the attachment under seal. The Company uses the information contained in the Five-Year Plan to ensure that its customers continue to receive state-of-the-art high quality telecommunications and broadband services that the Company has

⁵ See *Connect America Fund et al.*, WC Docket 10-90 *et al.*, Order, DA 13-332 (rel. Mar. 5, 2013) ("*March 5, 2013 Order*") at para 9 citing Section 54.202(a) (1) (ii).

been providing to them for many years as well as to satisfy mandatory reporting requirements and does not share the information for which protection is sought. The Company protects the secrecy of this information with a security protocol that ensures the information is not inadvertently disclosed or disseminated. Only directors, managers and employees with a direct need to know are authorized to access the information.

7. Any previous versions of this information are not publicly available.
8. Because the information is not routinely available, a need exists for maintaining the confidentiality of this information permanently.
9. Not applicable.

Based on the preceding, JSI respectfully requests on behalf of the Company that the Commission grant confidential treatment under Section 0.459 to Company's Five-Year Plan provided at FCC Form 481 Line 112 attachment.

Please contact the undersigned with any questions regarding this request.

Sincerely,

A handwritten signature in black ink, appearing to read "John Kuykendall". The signature is fluid and cursive, with the first name "John" and last name "Kuykendall" clearly distinguishable.

John Kuykendall
JSI Vice President
301-459-7590
jkuykendall@jsitel.com

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

REDACTED - FOR PUBLIC INSPECTION

 FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010> Study Area Code	260418
<015> Study Area Name	SOUTH CENTRAL RURAL
<020> Program Year	2015
<030> Contact Name: Person USAC should contact with questions about this data	Chris Lawrence
<035> Contact Telephone Number: Number of the person identified in data line <030>	2706782111 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	Chris_Lawrence@scrtc.net

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
(check box when complete)			
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<300> Unfulfilled Service Requests (voice)	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<310> Detail on Attempts (voice)	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband)	<div style="border: 1px solid black; height: 40px; width: 100%;"></div> (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)			
<410> Fixed	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<440> Fixed	0.0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<450> Mobile	0.0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> <div style="border: 1px solid black; padding: 2px;">260418ky510.pdf</div>	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> <div style="border: 1px solid black; padding: 2px;">260418ky610.pdf</div>	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/>	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1010> <div style="border: 1px solid black; height: 40px; width: 100%;"></div>	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/>	(if not, check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

(100) Service Quality Improvement Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	260418
<015>	Study Area Name	SOUTH CENTRAL RURAL
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Chris Lawrence
<035>	Contact Telephone Number - Number of person identified in data line <030>	2706782111 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Chris_Lawrence@sortc.net
<110>	Has your company received its ETC certification from the FCC? If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	<div> <input type="radio"/> (yes / no) </div> <div> <input checked="" type="radio"/> (yes / no) </div>
<111>		<div> <input type="radio"/> (yes / no) </div> <div> <input type="radio"/> (yes / no) </div>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.



Name of Attached Document

Please check these boxes below to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

[illegible]

[illegible]

(900) Tribal Lands Reporting
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	260418
<015>	Study Area Name	SOUTH CENTRAL RURAL
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Chris Lawrence
<035>	Contact Telephone Number - Number of person identified in data line <030>	2706782111 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Chris_Lawrence@scrtc.net

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions.	Select (Yes, No, NA)
<922>	Feasibility and sustainability planning;	
<923>	Marketing services in a culturally sensitive manner;	
<924>	Compliance with Rights of way processes	
<925>	Compliance with Land Use permitting requirements	
<926>	Compliance with Facilities Siting rules	
<927>	Compliance with Environmental Review processes	
<928>	Compliance with Cultural Preservation review processes	
<929>	Compliance with Tribal Business and Licensing requirements.	

(1100) No Terrestrial Backhaul Reporting
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	260418
<015>	Study Area Name	SOUTH CENTRAL RURAL
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Chris Lawrence
<035>	Contact Telephone Number - Number of person identified in data line <030>	2706782111 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Chris_Lawrence@scrtc.net

☐

Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)

☐

Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)

(1200) Terms and Condition for Lifeline Customers	
Lifeline	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

<010>	Study Area Code	260418
<015>	Study Area Name	SOUTH CENTRAL RURAL
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Chris Lawrence
<035>	Contact Telephone Number - Number of person identified in data line <030>	2706782111 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Chris_Lawrence@sortc.net

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	<div>260418ky1210.pdf</div>	Name of Attached Document
<1220>	Link to Public Website	HTTP	

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

(2000) Price Cap Carrier Additional Documentation		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
<i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>		July 2013

<010>	Study Area Code	260418
<015>	Study Area Name	SOUTH CENTRAL RURAL
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Chris Lawrence
<035>	Contact Telephone Number - Number of person identified in data line <030>	2706782111 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Chris.Lawrence@scrtc.net

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting	
<2010> 2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011> 3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))	
<2012> 2013 Frozen Support Certification	<input type="checkbox"/>
<2013> 2014 Frozen Support Certification	<input type="checkbox"/>
<2014> 2015 Frozen Support Certification	<input type="checkbox"/>
<2015> 2016 and future Frozen Support Certification	<input type="checkbox"/>
Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))	
<2016> Certification Support Used to Build Broadband	<input type="checkbox"/>
Connect America Phase II Reporting (47 CFR § 54.313(e))	
<2017> 3rd year Broadband Service Certification	<input type="checkbox"/>
<2018> 5th year Broadband Service Certification	<input type="checkbox"/>
<2019> Interim Progress Certification	<input type="checkbox"/>
<2020>	<input type="checkbox"/>

Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation	
Data Collection Form	
FCC Form 481	
OMB Control No. 3060-0986/OMB Control No. 3060-0819	
July 2013	

<010>	Study Area Code	260418
<015>	Study Area Name	SOUTH CENTRAL, RURAL
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Chris Lawrence
<035>	Contact Telephone Number - Number of person identified in data line <030>	2706782111 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Chris.Lawrence@scrtc.net

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010)	Progress Report on 5 Year Plan Milestone Certification (47 CFR § 54.313(f)(1)(ii))	<div></div> <div>Name of Attached Document Listing Required Information</div>
(3011)	Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<div></div>
(3012)	Community Anchor Institutions (47 CFR § 54.313(f)(1)(iii))	<div></div>
(3013)	Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))	<div><input type="radio"/> (Yes/No)</div>
(3014)	If yes, does your company file the RUS annual report	<div><input type="radio"/> (Yes/No)</div>
Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:		
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<div><input checked="" type="checkbox"/></div>
(3016)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<div><input checked="" type="checkbox"/></div>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	<div><div>260418ky3017.pdf</div><div>Name of Attached Document Listing Required Information</div><div>(Yes/No) <input type="radio"/></div></div>
(3018)	If the response is no on line 3014, Is your company audited?	<div><input type="radio"/> (Yes/No)</div>
(3019)	If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications	<div><input type="checkbox"/></div> <div><input type="checkbox"/></div> <div><input type="checkbox"/></div>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<div><input type="checkbox"/></div>
(3021)	Management letter issued by the independent certified public accountant that performed the company's financial audit.	<div><input type="checkbox"/></div>
(3022)	If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,	<div><input type="checkbox"/></div>
(3023)	Underlying information subjected to a review by an independent certified public accountant	<div><input type="checkbox"/></div>
(3024)	Underlying information subjected to an officer certification.	<div><input type="checkbox"/></div>
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<div><input type="checkbox"/></div>
(3026)	Attach the worksheet listing required information	<div><div></div><div>Name of Attached Document Listing Required Information</div></div>

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	260418
<015>	Study Area Name	SOUTH CENTRAL RURAL
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Chris Lawrence
<035>	Contact Telephone Number - Number of person identified in data line <030>	2706782111 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Chris.Lawrence@scrtc.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	260418
<015> Study Area Name	SOUTH CENTRAL RURAL
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Chris Lawrence
<035> Contact Telephone Number - Number of person identified in data line <030>	2706782111 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	Chris_Lawrence@scrtc.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>John Staurulakis, Inc.</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	John Staurulakis, Inc.
Name of Reporting Carrier:	SOUTH CENTRAL RURAL
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 06/09/2014
Printed name of Authorized Officer:	Chris Lawrence
Title or position of Authorized Officer:	Business Director
Telephone number of Authorized Officer:	2706782111 ext.230
Study Area Code of Reporting Carrier:	260418 Filing Due Date for this form: 06/30/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	SOUTH CENTRAL RURAL
Name of Authorized Agent or Employee of Agent:	John Staurulakis, Inc.
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 06/09/2014
Printed name of Authorized Agent or Employee of Agent:	Amanda Molina
Title or position of Authorized Agent or Employee of Agent:	Staff Consultant Regulatory Affairs
Telephone number of Authorized Agent or Employee of Agent:	7705692105 ext.
Study Area Code of Reporting Carrier:	260418 Filing Due Date for this form: 06/30/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

REDACTED - FOR PUBLIC INSPECTION

(700) Price Offerings including Voice Rate Data
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	260418
<015>	Study Area Name	SOUTH CENTRAL RURAL
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Chris Lawrence
<035>	Contact Telephone Number - Number of person identified in data line <030>	2706782111 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Chris.Lawrence@scrtc.net

	Residential Local Service Charge Effective Date	1/1/2014
<701>	Single State-wide Residential Local Service Charge	
<702>		

[illegible]

REDACTED – FOR PUBLIC INSPECTION

SOUTH CENTRAL RURAL TELEPHONE COOPERATIVE CORP., INC (SAC 260418)

ATTACHMENT - LINE 112

FIVE YEAR SERVICE QUALITY IMPROVEMENT PLAN

ATTACHMENT REDACTED IN ENTIRETY

South Central Rural Telephone Cooperative Corp., Inc.’s demonstration of complying with applicable service quality standards and consumer protection rules for voice and broadband services:

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”² The Commission found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.³ In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”⁴

South Central Rural Telephone Cooperative Corp., Inc. (“Company”) hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company is subject to consumer protection obligations under the Kentucky Revised Statutes (KRS) and Kentucky Administrative Regulations (KAR). These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of KRS Chapter 278.541 to 278.544 and 807 KAR 5:011, which disclose rates, terms and conditions of service to customers; (2)

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

² *Id.* at para. 28.

³ *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

⁴ *Id.* at n. 72.

adherence to Kentucky state consumer protection requirements governing telephone providers which include Consumer protections as identified in KRS Chapter 278.546, Pricing Procedures as illustrated in KRS Chapter 278.542(1), and Compliance with Anti-Slamming Procedures as adopted in KRS Chapter 278.535; (3) truth-in-billing requirements as required in 807 KAR 5:061, Section 13; and (4) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy. Additionally, incumbent local exchange carriers are required by 807 KAR 5:061, Section 4(4) to maintain records of and report monthly various service objectives related to the Provision of Service, 807 KAR 5:061, Section 10(1); Dial Service Requirements, 807 KAR 5:061, Section 15(1) and (2); Answering Time, 807 KAR 5:061, Section 22(1) and (2) and Service Interruption, 807 KAR 5:061, Section 25(3) and (4).

The Company is subject to consumer protection obligations for broadband services under federal law. These obligations include, but are not limited to, the following: public disclosure of accurate information regarding network management practices, performance, and commercial terms of broadband internet access services; as a means of providing sufficient information for consumers to make informed choices regarding use of such services, and for content, application, service and device providers to develop, market, and maintain internet offerings as specified in F.C.C. 47 C.F.R. Part 8 §8.3.

South Central Rural Telephone Cooperative Corp., Inc.'s demonstration of ability to function in emergency situations for voice and broadband services:

South Central Rural Telephone Cooperative Corp., Inc. ("Company") hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)¹ and the Kentucky Administrative Regulations (KAR), 807 5:061, Section 24. The Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, South Central Rural Telephone Cooperative Corp., Inc., in accordance with 807 KAR 5:061. Telephone, Section 24, has a written plan in place to meet service emergencies resulting from failures of power service, sudden and prolonged increase in traffic, fire, storm, or acts of God, and has trained employees on emergency procedure. Each central office building is supplied with standby generators and battery back-up that enable the central office to keep running for at least the minimum of four (4) hours, or until system changes are made to reroute traffic. The Company has battery

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

backup at all office locations and in its electronic equipment sites in accordance with the specifications identified in Section 24 of the 807 KAR, 5:061, Emergency Operations.

The company's standby generators and battery back-up support both voice and broadband network equipment should an emergency situation occur.

**SOUTH CENTRAL RURAL TELEPHONE
COOPERATIVE CORPORATION, INC.
LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
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Issued By: _____
Daryl Wyatt, General Manager

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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 12**

2. REGULATIONS (Cont'd)

2.4 Obligations of the Customer

2.4.1 Responsibilities of the Customer

The Customer shall be responsible for:

1. The payment of all applicable charges pursuant to this tariff, regardless of whether such charges are associated with the customer's own usage or that of users authorized by the customer. For purposes of this tariff, authorization includes any user with access to the premises housing the customer's service.
2. Reimbursing the Company for damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;

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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 13**

2. REGULATIONS (Cont'd)

2.4 Obligations of the Customer (Cont'd)

2.4.1 Responsibilities of the Customer (Cont'd)

3. Obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Communication Services to the customer from the cable building entrance or property line to the location of the equipment space described in 2.5.10. Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the customer. The Company may require the customer to demonstrate its compliance with this section prior to accepting an order for service;
4. Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing

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**PSC KY TARIFF NO. 3
SECTION 2
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2. REGULATIONS (Cont'd)

2.4 Obligations of the Customer (Cont'd)

2.4.1 Responsibilities of the Customer (Cont'd)

4. (Cont'd)

and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work; complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any customer premises or the rights-of-way for which customer is responsible under Section 2.5.10; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;

5. Not creating, or allowing to be placed, any liens or other encumbrances on the Company's equipment or facilities; and
6. Making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the customer. No allowance will be made for the period during which service is interrupted for such purposes.

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SECTION 2
Original Sheet No. 15**

2. REGULATIONS (Cont'd)

2.4 Obligations of the Customer (Cont'd)

2.4.2 Claims

With respect to any service or facility provided by the Company, the customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees for:

1. Any loss, destruction or damage to the property of the Company or an third party, or death or injury to persons, including, but not limited to, employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or
2. Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between the Customer and the Company.

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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 16**

2. REGULATIONS (Cont'd)

2.4 Obligations of the Customer (Cont'd)

2.4.3 Unlawful Purpose

The customer will not use any service the Company offers for any unlawful purpose or for any use that the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.

2.4.4 Attachments or Connections

1. The customer will not permit equipment, accessories, apparatus, circuit or device to be attached to or connected with the Company's facilities except as provided in this Tariff.
2. In case any unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same, to suspend service during the continuance of the unauthorized attachment or connection or to disconnect service. The customer shall be responsible for the cost of correcting any impairment of service caused by the use of such attachments or connections and shall be billed for each service call made to premises because of such attachments or connections.
3. Where a maintenance or repair visit is made to the subscriber's premises and the difficulty or trouble report results from the use of unauthorized attachments or connections, the "Maintenance of Service Charge" as specified in Section 3 of the Tariff shall be applied.

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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 17**

2. REGULATIONS (Cont'd)

2.4 Obligations of the Customer (Cont'd)

2.4.4 Attachments or Connections (Cont'd)

4. Customer-provided terminal equipment may be used and customer-provided communications systems may be connected with the facilities furnished by the Company for telecommunications services as provided in Section 8 of this Tariff.
5. Accessories which aid a subscriber in the use of facilities of the Company in the service for which they are furnished under this Tariff are permissible provided that the use of any accessory does not endanger the safety of Company employees or the public; damage, require change in or alteration of, or involve direct electrical connection to the equipment or other facilities of the company; or interfere with the proper functioning of such equipment or facilities.

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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 18**

2. REGULATIONS (Cont'd)

2.4 Obligations of the Customer (Cont'd)

2.4.5 Transmission Interference

The customer, upon notification from the Company, will immediately shut down its transmission of signals if said transmission is causing interference to others.

2.4.6 Assignment or Transfer by Customer

The customer or other authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit the Customer to transfer the customer's existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this Tariff will apply.

2.4.7 Payment for Service

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all users authorized by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

2.4.8 Taxes

The Customer is responsible for payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges or surcharges (however designated) (excluding taxes on Company's net income) imposed on or based upon the provision, sale or use of Network Services.

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**SOUTH CENTRAL RURAL TELEPHONE
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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 19**

2. REGULATIONS (Cont'd)

2.4 Obligations of the Customer (Cont'd)

2.4.9 Broadcast of Recordings of Telephone Conversations

The customer may broadcast a recording of a telephone conversation provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the regulations governing connection with subscriber-provided voice recording equipment as specified in this Tariff, and pursuant to applicable law.

2.4.10 Recorded Public Announcements

Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, or miscellaneous devices for recorded public announcements are subject to the following conditions:

- a. For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided, unless the address of the organization or individual named in the announcement is shown in the currently distributed telephone directory.
- b. Private telephone numbers will not be furnished for use with recorded public announcements.
- c. Failure to comply with the provisions of this Tariff shall be cause of termination of service.

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**SOUTH CENTRAL RURAL TELEPHONE
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LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 20**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service

2.5.1 Application for Service

1. Upon request of an application for service, the Company will give its customer or prospective customer information necessary for the customer to secure safe, efficient and continuous service.
2. Application for service, or requests from the customer for additional service or changes in the grade or class of service become contracts when received by the Company and are subject to the minimum contract term of one month unless specified otherwise.
3. The Company reserves the right to require application for service to be made in writing in a format determined by the Company.
4. Applicants may be required to pay in advance; at the time application is made installation/service establishment charges, service charges, any other nonrecurring charges, and a deposit if required.
5. Generally, installation of an applicant's basic telephone service, not involving a line extension, will be completed within five (5) working days unless a different date is mutually agreed to between the applicant and the Company or otherwise specified in the Tariff.

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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 21**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service (Cont'd)

2.5.1 Application for Service (Cont'd)

6. The Company may decline to serve an applicant until such applicant has complied with the state and municipal regulations and the Company-approved General Rules and Regulations on file with the Commission governing the service applied for or for the following reasons:
 - a. The applicant's installation or equipment is known to be inadequate, hazardous or of such character that satisfactory service cannot be provided.
 - b. The applicant is indebted to any Company for the same kind of service as that applied for;
 - c. The applicant refuses to make a deposit if required under these rules.
 - d. The applicant refuses or neglects to provide reasonable access to the premises for installation operation, maintenance, or removal of Company property.
7. In the event that the Company refuses to serve an applicant under the provisions of these rules, the Company must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the Commission.

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**SOUTH CENTRAL RURAL TELEPHONE
COOPERATIVE CORPORATION, INC.
LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 22**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service (Cont'd)

2.5.1 Application for Service (Cont'd)

8. The Company shall not refuse service to a present customer or applicant because of:
 - a. delinquency in payment for service by a previous occupant of the premises to be served;
 - b. failure to pay for merchandise, or charges for non-utility service purchased from the Company;
 - c. failure to pay a bill to correct previous under billing due to misapplication of rates more than six months prior to the date of application;
 - d. violation of the Company's rules pertaining to operation of nonstandard equipment or unauthorized attachments which interfere with the service of others, or with other services such as communication services, unless the customer has first been notified and been afforded a reasonable opportunity to comply with said rules; and/or
 - e. failure to pay a bill of another customer as guarantor thereof, unless the guarantee was made in writing to the Company as a condition precedent to service.

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**SOUTH CENTRAL RURAL TELEPHONE
COOPERATIVE CORPORATION, INC.
LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 23**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service

2.5.2 Application of Residential Rates

Any customer requesting service must indicate the service classification. Service is classified as either residential or business service. Classification is reflected in rates charged in Section 5 in this Tariff. Residential rates apply to service furnished:

- a. In private homes or apartments (including all parts of the customer's domestic establishment) for domestic use and not for substantial occupational use.
- b. For service provided to individual members of the clergy at a church when business service is already established at the church and the purpose for the residential service is for personal use.
- c. In college fraternity or sorority houses, convents and monasteries for domestic, rather than occupational use.
- d. To the residential portion of a location used for both residential and business purposes, where the use of the service is for domestic purposes and where the business use is occasional.
- e. To a volunteer fire department or other entity eligible for aid under KRS 95A.262.

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**SOUTH CENTRAL RURAL TELEPHONE
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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 25**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service (Cont'd)

2.5.4 Cancellation of Application for Service

1. Applications for service cannot be canceled without the Company's agreement. When a Customer cancels an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
2. Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs incurred by the Company, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service commenced (all discounted to present value at six percent).

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**SOUTH CENTRAL RURAL TELEPHONE
COOPERATIVE CORPORATION, INC.
LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 26**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service (Cont'd)

2.5.5 Subscriber Billing

1. The subscriber is responsible for the payment of all charges in conjunction with the service furnished to the subscriber including, but not limited to, toll charges that have been accepted at the subscriber's location.
2. Monthly recurring charges are billed in advance and usage-based charges are billed in arrears.
3. Special billing arrangements may be established for services provided to Government agencies.
4. Bills are due when rendered unless otherwise specified on the bill and may be paid at any business office of the Company or at any agency authorized to receive such payments.
5. For billing purposes each month is presumed to have 30 days.
6. Retroactive billing adjustments will not be made for a period exceeding three years, unless sufficient proof is available to support an adjustment for a period exceeding three years.
7. A sample subscriber invoice is included as Attachment A of this Tariff.
8. Billing of the Customer by the Company will begin on the Service Commencement Date. The Commencement Date is the first day following the date on which the Company notifies the Customer that the service or facility is available for use.

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**SOUTH CENTRAL RURAL TELEPHONE
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LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 27**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service (Cont'd)

2.5.5 Subscriber Billing (Cont'd)

9. The Service Commencement Date may be postponed by mutual agreement of the parties or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
10. If service is disconnected by the Company in accordance with section 2.5.7 following and later restored, restoration of service will be subject to all applicable installation charges.
11. A late payment charge of 1.0 percent applies to each customer's bill for any undisputed amount from a previous month's bill when that amount has not been paid in full prior to the due date shown on the bill. The late payment percentage is applied to all new charges on a customer's previous month's bill that were not paid prior to the next billing date. State agencies subject to KRS 45.454 shall be assessed late payment charges in accordance with that statute. The late payment charge will not apply to unpaid late payment charges.

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**SOUTH CENTRAL RURAL TELEPHONE
COOPERATIVE CORPORATION, INC.
LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 28**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service (Cont'd)

2.5.5 Subscriber Billing (Cont'd)

12. Existing subscribers with overdue bill balances that are unable to pay all charges in full may be allowed to retain their local service if they elect to have a full toll restriction placed on their service and make monthly payment arrangements with the company. Minimum repayment is \$20 per month or twelve months, whichever is less. Subscribers requesting such restriction will receive the full toll restriction service at no charge until all past due amounts are paid in full. Failure by the subscriber to provide timely payment of all new charges and balance payment arrangements are subject to service suspension for nonpayment pursuant to the terms of this Tariff.

Late payment charges described in paragraph (6) of this section 2.5.5.11 will not be applied on past due payment balances while payment arrangements are met. Late payment charges will apply on unpaid new service charges not paid in full prior to the due date on the customer's bill.

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**SOUTH CENTRAL RURAL TELEPHONE
COOPERATIVE CORPORATION, INC.
LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 29**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service (Cont'd)

2.5.6 Resolution of Disputes

Upon receiving a complaint from a customer at the Company's office, either by telephone, in writing or in person, the Company will make a prompt and complete investigation and advise the complainant of its findings.

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**SOUTH CENTRAL RURAL TELEPHONE
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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 30**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service (Cont'd)

2.5.7 Termination of Service by the Company

1. A violation of any of the regulations contained in this Tariff on the part of the subscriber may be regarded as sufficient cause for termination of the subscriber's service.
2. The Company may with or without notice either suspend or terminate the subscriber's service without suspension of service or, following a suspension of service, disconnect the service and remove any of its equipment from the subscriber's premises under the following:
 - a. Abandonment of the Service
 - b. Failure of a subscriber to make suitable deposit as required by this Tariff.
 - c. Impersonation of another with fraudulent intent.
 - d. Use of service in such a way as to impair or interfere with the service of other subscribers such improper use includes, but is not limited to, the use of telephone service by a subscriber or with his permission in connections with a plan or attempt to secure a large volume of telephone calls, to be directed so such subscriber at or about the same time which may result in preventing obstructing, or delaying the telephone service of others.

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**SOUTH CENTRAL RURAL TELEPHONE
COOPERATIVE CORPORATION, INC.
LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 31**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service (Cont'd)

2.5.7 Termination of Service by the Company (Cont'd)

2. (Cont'd)

e. Abuse or fraudulent use of service; such abuse or fraudulent use includes:

- 1) The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information without payment of the charge applicable for the service;
- 2) The obtaining, or attempting to obtain, or assisting another to obtain long distance messages telephone service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through an other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;
- 3) The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably expected to frighten or torment another;
- 4) The use of profane or obscene language;
- 5) The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.
- 6) Any other violation of the Company's regulations.

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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 32**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service (Cont'd)

2.5.7 Termination of Service by the Company (Cont'd)

3. The Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of obscene, profane or grossly abusive language over or by means of the Company's facilities, and who, after reasonable notice fails, neglects or refuse to cease and refrain from such practice or to prevent the same, and to remove its property from the premises of such person.
4. The Company may terminate the service and remove its equipment for non-payment of any sum due for exchange, long distance, or other services with notice as follows:
 - a. Written notice shall be sent to the customer no less than 10 days prior to the termination date.
 - b. Disconnection shall not occur on the day preceding a Saturday, Sunday and legal holidays.
5. When the Company terminates service to a subscriber due to a violation of its regulations by the subscriber, the regulations stipulated below for termination of service at the subscriber's request apply.
6. The Company may refuse to furnish or continue to furnish service hereunder, if such service would be used or is used for a purpose other than that for which it is provided or when its use interferes with or impairs, or would interfere with or impair any other service rendered to the public by the Company.

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LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 33**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service (Cont'd)

2.5.8 Termination of Service at the Subscriber's Request

1. Service may be terminated at any time upon reasonable notice from the subscriber to the Company. Upon such termination the subscriber shall be responsible for the payment of all charges due for the period service has been rendered plus any unexpired portion of an initial service period or application termination charges, or both.
2. In the case of directory listings where the listing has appeared in the directory charges apply through the end of the directory period. In the following cases, however, charges will be continued only to the date of termination of the extra listing, subject, however, to a minimum charge of one month.
 - a. The contract for the main service is terminated.
 - b. The listed party becomes a subscriber to some class of exchange service.
 - c. The listed party moves to a new location.
 - d. The listed party dies.
3. Contracts for periods of longer than one months for services requiring line extension may be terminated upon payment of all charges that would accrue to the end of the contract period; or, the contract will be transferred to a new applicant who is to occupy the same premises and will subscribe to the service effective on the day following termination by the original subscriber.

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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 34**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service (Cont'd)

2.5.9 Suspension of Business or Residence Service

1. Upon request, a subscriber to business or residence service may arrange for the temporary suspension of such service unless otherwise specified in other sections of this Tariff. Suspension of service is available on the subscriber's complete service or on such portion thereof as can be suspended.
2. When the period of suspension is less than one month, the regular charges for the full month of service shall apply.
3. In connection with complete suspension of service, local or long distance service is not furnished during the period of suspension. At the request of the subscriber, inward calls to a party at which service is suspended may be referred to the call number of another party in the same or a distant exchange by subscribing to Remote Call Forward Service.
4. The charge for the total suspension period may be collected in advance.
5. There is no reduction in the charge for foreign central office line mileage and foreign exchange line mileage during the period of suspension.
6. In connection with service at a concession rate, the charge for service during the period of suspension is 50 percent of the rate regularly charged for service without concession, except in the case the concession is 50 percent or more, then the charge during the period of suspension is the rate regularly charged for the concession service.
7. The charge for Network Access Service during the period of suspension is 50 percent of the rate regularly charged, except as specified in 2.5.9 (1) preceding.

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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 35**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service (Cont'd)

2.5.10 Transfer of Service Between Subscribers

Service previously furnished one subscriber may be assumed by a new subscriber upon due notice of cancellation, provided there is not lapse in the rendition of service. Such transfers are subject to service connection charge regulations and may be arranged for under the following condition:

1. If the new subscriber, fully understanding the regulations governing the service and the status of the account and willingly assumes all obligation there under, then future bills will be rendered to him without an adjustment to or from any particular date, with the Company arranging for the requested change in billing and directory listing.
2. Under transfer of service the reassignment of the old telephone number to the service of the new party is arranged for only after the former subscriber has given his consent to its use, and then only when, in the judgment of the Company there exists no relationship, business or otherwise, between the old and new subscriber, and when in the judgment of the Company a change in the telephone number is not required.
3. When a relationship exists, business or otherwise, between the old and new subscribers, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid, and then only when in the judgment of the Company a change in the telephone number is not required.
4. Service order Charges as specified in Section 3 apply for all transfers of service unless otherwise noted.

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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 36**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service (Cont'd)

2.5.11 Floor Space, Electric Power and Operating at the Subscriber's Premises

1. The subscriber is responsible for the provision and maintenance at his expense, of all suitable space and floor arrangements, including but not limited to adequate lighting, proper relative humidity and temperature control, required on his premises for communication facilities provided by the Company in connection with services furnished to the subscriber by the Company. Any power outlets and commercial power required for the operation of such facilities shall be provided by, and at the expense of, the subscriber.
2. Except as may be specified elsewhere in this tariff, all operating required for the use of communications facilities provided by the Company at the subscriber's premises will be performed at the expense of the subscriber, and must conform with the operating practices and procedures of the Company to maintain a proper standard of service.

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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 37**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service (Cont'd)

2.5.12 Equipment and Facilities – Provision and Ownership

1. All equipment necessary for the provision of a given service will be furnished and owned by the Company except as provided elsewhere in this Tariff. This subscriber may be required to provide suitable housing or other protective measure where equipment is to be installed in location exposed to weather or other hazards. The Subscriber will furnish commercial power on his premises in suitable outlets when required.
2. Except as provided by the FCC, no equipment, apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the company; whether physically, by induction, acoustically or otherwise; except as provided in this Tariff or otherwise authorized in writing by the Company or authorized by FCC regulation. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same or to terminate the service. Subscribers connecting customer owned terminal equipment, must notify the company and supply FCC administration number.

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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 38**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service (Cont'd)

2.5.12 Equipment and Facilities -- Provision and Ownership (Cont'd)

3. The provisions of the preceding shall not be construed or applied to bar subscriber from using devices which service his convenience in this use of the facilities of the Company provided any such device so used does not:
 - a. Endanger the safety of Company employees or the public;
 - b. Damage, require change in or alteration of, or involve direct electrical connection to, the equipment or other facilities of the Company, unless as provided for elsewhere in this Tariff;
 - c. Interfere with the proper functioning of such equipment or facilities;
 - d. Impair the operation of the communication system;
 - e. Otherwise injure the public in its use of the Company's services.
4. Devices provided by the subscriber to obtain quietness or privacy may be used in conjunction with the telephone instrument furnished to the subscriber by the Company provided that:
 - a. Such device does not involve direct electrical connection to the equipment of the Company, any change in or alteration of such equipment;
 - b. Such device does not interfere with its proper functioning or damage it in any way.

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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 39**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service (Cont'd)

2.5.12 Equipment and Facilities – Provision and Ownership (Cont'd)

5. Facilities of an electric power company or oil, oil products or natural gas pipe line company, or railroad company, that are not used for resale, provided primarily to communicate with point located along a right-of-way (including premises of such company anywhere in cities, towns or villages along the right-of-way) owned or controlled by such company and extending between or beyond exchange areas of the Company, may be connected with Private Branch Exchange instrument, or private line facilities furnished by the Company subject to the conditions stated in this Tariff.

2.5.13 Maintenance and Repairs

1. All ordinary expenses of maintenance and repairs of regulated facilities, unless otherwise specified in this Tariff, are borne by the Company on Company provided leased equipment.
2. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the subscriber or other persons authorized to use the service, and not due to ordinary wear and tear or causes beyond the control of the subscriber, the subscriber shall be required to pay the expense incurred by the Company in connection with the replacement of the property damaged, lost, stolen, or destroyed, or the expense incurred in restoring it to its original conditions.

2.5.14 Company Facilities at Hazardous or Inaccessible Locations

1. Where service is to be established at a location that would involve undue hazards, or where accessibility is impracticable, to employees of the Company, the subscriber may be required to install and maintain the Company's equipment and facilities in a manner satisfactory to the Company.

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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 40**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service (Cont'd)

2.5.14 Company Facilities at Hazardous or Inaccessible Locations (cont'd)

2. Where service is to be established at a location that would involve undue hazards, or where accessibility is impracticable, to employees of the Company, the subscriber may be required to install and maintain the Company's equipment and facilities in a manner satisfactory to the Company.
3. All customer-provided equipment and facilities must be constructed and maintained in a manner satisfactory to the Company and must be in compliance with all the regulations set out in this Tariff for the connection of customer-provided terminal equipment and communications systems. Failure of the customer to comply with these regulations will result in the disconnection of the service.

2.5.15 Work Performed Outside Regular Working Hours

The rates and charges specified in this Tariff contemplate that all work in connection with furnishing or rearranging service be performed during regular working hours. Whenever a subscriber requests that work necessarily required in the furnishing or rearranging of his service be performed outside the Company's regular working hours or that work once begun be interrupted, so that the Company incurs costs that would not otherwise have been incurred, the subscriber may be required to pay, in addition to the other rates and charges specified in this Tariff, the amount of additional costs incurred by the Company as a result of the subscriber's special requirements.

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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 41**

2. REGULATIONS (Cont'd)

2.5 Establishment and Furnishing of Service (Cont'd)

2.5.16 Access to Subscriber Premise for Inspections

The company reserves the right to access of the subscriber's premise and property to either inspect it facilities when the Company suspects that the subscriber is not using his/her facilities as prescribed by this Tariff.

Should the subscriber refuse the Company its right to access after the Company has made reasonable efforts to arrange for a convenient time with the subscriber, the Company can at its sole option, disconnect the service of the subscriber.

There upon, the subscriber permits the Company to make its inspection after disconnection of service, and the facilities are found to be in conformance with the rules and regulations of this Tariff, the subscriber's service will be immediately reconnected.

2.5.17 Telephone Numbers

1. The subscriber has no property rights to the telephone number or any right to continuance of service through any particular central office.
2. The Company reserves the right to change the subscribers' telephone number or the central office associated with such number, or both, as may be required for the proper conduct of its business.

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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 49**

2. REGULATIONS (Cont'd)

2.8 Kentucky Lifeline Surcharge

On November 16, 1998 (PSC Case 360) the Kentucky Public Service Commission found that a surcharge of \$0.05 (five cents) per month per access line on all ILEC, CLEC and wireless bills should be applied. The surcharge is effective January 1, 1999 and is identified on the monthly bill as "Kentucky Lifeline Surcharge"

Surcharge per access per month \$0.05

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**PSC KY TARIFF NO. 3
SECTION 5**
First Revised Sheet No. 8
Replaces Original Sheet No. 8

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.4 Lifeline

5.4.1 Description of Service

1. The Lifeline program is designed to increase the availability of telecommunications services to low income subscribers by providing a credit to monthly recurring local service for qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket 97-157, which adopts the Federal-State joint Board recommendation in CC Docket 96-45, which complies with the Telecommunications Act of 1996. Specific terms and conditions are as prescribed by the Kentucky Public Service Commission and are as set forth in this tariff.
2. Lifeline is supported by the Federal Universal Service Fund (USF) support mechanism and the state portion by a surcharge on access lines.
3. Federal baseline support is available for each Lifeline service and is passed through to the subscriber. In addition state support is available for each Lifeline service and is passed through to the subscriber.
4. The total amount of the eligible credit will not exceed the sum of the state and federal subscriber support or the charge for local service, which includes the access line, the Subscriber Line Charge and local usage.

(C)

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COOPERATIVE CORPORATION, INC.
LOCAL EXCHANGE TARIFF**

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SECTION 5**
First Revised Sheet No. 9
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5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.4 Lifeline (Cont'd)

5.4.2 Regulations

1. Customers eligible under the Lifeline program are also eligible for connection assistance under the Link-Up program.
2. One low- income credit is available per household and is applicable to the primary residential connection only.
3. A Lifeline customer may subscribe to any local service offering available to other residence customers.
4. CCR options with Full Toll blocking, if elected, will be provided (T) at no charge to the Lifeline subscriber.
5. The deposit requirement is not applicable to a Lifeline customer who subscribes to full toll blocking. If a Lifeline customer removes full toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.
6. The federal primary inter-exchange carrier charge (PICC) will not be billed to Lifeline customers who subscribe to full toll blocking and do not pre-subscribe to a long distance carrier(s).

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LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 5
Original Sheet No. 10**

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.4 Lifeline (Cont'd)

5.4.2 Regulations (Cont'd)

7. A Lifeline subscriber's local service will not be disconnected for non-payment of regulated toll charges. Local service may be denied for non-payment of local and miscellaneous service in accordance with Section 2 of this Tariff. Access to toll service may be denied for non-payment of regulated tolls. A Lifeline subscriber's request for reconnection of local service will not be denied if the service was previously denied for non-payment of toll charges.
8. Lifeline is not available for resale.

5.4.3 Eligibility

To be eligible for a Lifeline credit, a customer must be a current recipient of any one of the following low-income assistance programs.

1. Supplemental Security Income (SSI)
2. Food Stamps
3. Medicaid
4. Federal public housing/Section 8
5. Low Income Home Energy Assistance Program (LIHEAP)

All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

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**PSC KY TARIFF NO. 3
SECTION 5
Original Sheet No. 11**

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.4 Lifeline (Cont'd)

5.4.4 Certification

1. Proof of eligibility in any of the qualifying low-income programs should be provided to the company at the time of application for service. The Lifeline credit will not be established until the Company has received proof of eligibility. If the customer requests installation prior to the company's receipt of proof of eligibility, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going forward basis.
2. Proof of eligibility shall be in the form of an affidavit, certifying under penalty of perjury, that the subscriber is receiving benefits under one of the qualifying programs. It is the customer's responsibility to notify the company when the customer is no longer participating in any of the qualifying programs.
3. The company reserves the right to periodically audit its records, working in conjunction with the appropriate state agencies, for the purpose of determining continuing eligibility. Information obtained during such audit will be treated as confidential information to the extent required under State and Federal law. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Lifeline plan.
4. When a customer is determined to be ineligible as a result of an audit, the company will contact the customer. If the customer cannot provide eligibility documentation, the Lifeline credit will be discontinued.

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5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.4 Lifeline (Cont'd)

5.4.5 Application of Rates and Charges

1. Lifeline is provided as a monthly credit on the eligible residential subscriber's access line bill for local service.
2. Service charges may be applicable for installing or changing Lifeline service.
3. Link-Up connection assistance in Section 3.4 may be available for installing or relocating Lifeline service.
4. Service charges do not apply for converting existing service to Lifeline.

5.4.6 Credit Amount

The Lifeline credit passed through to the customer consists of:
Credit, one per Lifeline, limited to the total amount of charges.

		Monthly Credit (per Lifeline)	
(a)	Supplemental Security Income	\$12.00	(I)
(b)	Food Stamps	\$12.00	
(c)	Medicaid	\$12.00	
(d)	Federal public housing, Section 8	\$12.00	
(e)	Low Income Home Energy Assistance Plan (LIHEAP)	\$12.00	(I)

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260418) ATTACHMENT - LINE 3017**

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